U.S. Department of Energy Richland Operations Office (RL)

Performance Evaluation and Measurement Plan
Hanford Mission Essential Services Contract
Contract Number: 89303320DEM000031
(Hanford Mission Integration Solutions)

Award Fee Evaluation Period for

January 25, 2021 through September 30, 2021

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J.1 Introduction

This Performance Evaluation and Measurement Plan (PEMP) is an award fee plan containing both objective and subjective outcomes in order to incentivize the efficiency and effectiveness of the Contractor. Please note that PEMP is synonymous with the term Award Fee Plan found in FAR 16.401(e)(3). The award fee plan is a strategic document under the control and direction of the Assistant Manager Mission Support and coordinated with the Chief Operations Officer of the Hanford Mission Integration Solution (HMIS).

The completion criteria for objective outcomes are focused on specific activities. The completion criteria for subjective outcomes are focused on the achievement of high-level strategies and performance levels necessary to facilitate accomplishment of envisioned end states. The completion criteria are based on negotiated Integrated Investment Portfolio (IIP) and requisite budget levels commensurate with IIP execution and are subject to adjustment based on actual approved FY21 budget levels. These criteria define successful performance in terms of measurable deliverables and associated constraints (measurable ranges/delivery dates).

J.2 Allocation of Available Fee

Because the services to be determined under this Contract directly support the mission contractors, and because such services are integral to the environmental cleanup mission at Hanford, DOE will heavily weigh the assignment of fee toward the following strategic areas of the contract:

- Effective Site Cleanup – Deliver site-wide services and reliable infrastructure to enable achievement of cleanup contractors' key milestones and regulatory commitments.
- Efficient Site Cleanup – Align resources and capabilities to support and reduce the cost of the Site cleanup mission.

Up to 60% of the fee is allocated to objective performance outcomes, and up to 40% is allocated to the subjective performance outcome.

The performance incentives contained in this PEMP support cost effective performance of Site services to focus on clean-up mission and dollars on prioritized clean-up activities.

J.3 Ratings

Payment of fee is subject to the fee reduction terms of this contract and fee determining official (FDO) approval that the contractor has achieved the stated outcomes and satisfied the specific completion criteria. The evaluation of objective outcomes will include a subjective determination regarding safety, quality, timeliness, cost, and effectiveness. Consistent with FAR 16.401(e), the criteria listed in Table 3.1, Performance Ratings and Definitions, will be used in the evaluation of only subjective outcomes (Performance Outcome 3.0).

HMIS, through the submission of monthly progress reports, shall identify issues potentially affecting the completion of individual outcomes and the overall success of the contract, with actions taken or recommended to resolve those issues. In the event HMIS self- discloses an issue with regard to an outcome in the PEMP and appropriately self-corrects the situation in a timely manner, fee reduction may be waived or mitigated by the FDO. Additionally, DOE will provide ongoing oversight and feedback to HMIS through quarterly reviews, contractor assurance meetings, and review of the HMIS monthly progress reports.

Table J-4.1. Performance Outcome Ratings and Definitions

Adjectival Rating	Definition	% of Fee Earned
Excellent	Contractor has exceeded almost all of significant award fee criteria and has met overall cost, schedule, and technical performance requirements of the Contract in the aggregate as defined and measured against the criteria in the award fee plan for the award fee evaluation period. Contractor's work is highly professional. Contractor solves problems with very little Government involvement. Contractor is proactive and takes an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with a substantial emphasis on performing quality work in a safe manner within cost/schedule requirements. No significant re-work.	91% to 100%
Very Good	Contractor has exceeded many of the significant award fee criteria and has met overall cost, schedule, and technical performance requirements of the Contract in the aggregate as defined and measured against the criteria in the award fee plan for the award fee evaluation period. Contractor solves problems with minimal Government involvement. Contractor is usually proactive and demonstrates an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with an emphasis on performing quality work in a safe manner within cost/schedule requirements. Problems are usually self-identified and resolution is self-initiated. Some limited, low-impact rework within normal expectations.	76% to 90%
Good	Contractor has exceeded some of the significant award fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the award fee plan for the award fee evaluation period. Contractor is able to solve basic problems with adequate emphasis on performing quality work in a safe manner within cost/schedule objectives. The rating within this range will be determined by level of necessary Government involvement in problem resolution, including those problems identified in the risk management process, and extent to which the performance problem is self-identified versus Government-identified. Some re-work required that unfavorably impacted cost and/or schedule.	51% to 75%
Satisfactory	Contractor has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor has some difficulty solving basic problems, and cost, schedule, safety, and technical performance needs improvement to avoid further performance risk. Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Some rework required that unfavorably impacted cost and/or schedule.	≤50%
Unsatisfactory	Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor does not demonstrate an emphasis on performing quality work in a safe manner within cost/schedule objectives. Contractor is unable to solve problems and Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Excessive rework required that had significant unfavorable impact on cost and/or schedule.	0%

J.4 Fee Structure

Strategic Area	Alignment to Cleanup Mission	CLIN	Performance Outcomes	
1.0 Effective Site Cleanup	Deliver site-wide services and reliable infrastructure	4.0 6.0 7.0	1.1	Achievement of cleanup Contractors' key milestones and regulatory commitments
2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	4.0 5.0 6.0 8.0	2.1	Reduced cost of Site cleanup
	Target Objective Performance Outcome Fee Allocation: $9,448,829.04			
3.0 Comprehensive Performance	Comprehensive Performance	4.0 5.0 6.0 7.0 8.0	3.1	Subjective outcome
	Target Subjective Performance Outcome Fee Allocation: $6,296,639.37			

*note: see table below for fee breakout by Contract Line Item Number (CLIN).

Table J-4.2 Fee Structure

WBS	CLIN	Strategic Area	Alignment to Cleamup Mission	Performance Outcomes		Fee %	Dollars
1.1.1	4.0	1.0 Effective Site Cleanup	Deliver site-wide services and reliable infrastructure	Achievement of cleanup Contractors' key milestone and regulatory commitments	Objective	10%	$ 1,129,384.51
1.1.2	4.0	1.0 Effective Site Cleanup	Deliver site-wide services and reliable infrastructure	Achievement of cleanup Contractors' key milestone and regulatory commitments	Objective	25%	$ 2,823,461.27
2.1.2	4.0	2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	Reduced cost of Site Cleanup	Objective	25%	$ 2,823,461.27
3.0	4.0	Comprehensive Performance			Subjective	40%	$ 4,517,538.03
				Subtotal CLIN 4.0	**Objective**	**60%**	**$ 6,776,307.05**
					Subjective	**40%**	**$ 4,517,538.03**
2.1.3	5.0	2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	Reduced cost of Site Cleanup	Objective	80%	$ 6,191.98
3.0	5.0	Comprehensive Performance			Subjective	20%	$ 1,547.99
				Subtotal CLIN 5.0	**Objective**	**80%**	**$ 6,191.98**
					Subjective	**20%**	**$ 1,547.99**
1.1.1	6.0	1.0 Effective Site Cleanup	Deliver site-wide services and reliable infrastructure	Achievement of cleanup Contractors' key milestone and regulatory commitments	Objective	25%	$1,110,970.84
2.1.1	6.0	2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	Reduced cost of Site Cleanup	Objective	35%	$1,555,359.18
3.0	6.0	Comprehensive Performance			Subjective	40%	$1,777,553.34
				Subtotal CLIN 6.0	**Objective**	**60%**	**$2,666,330.02**
					Subjective	**40%**	**$1,777,553.34**
1.1.3	7.0	1.0 Effective Site Cleanup	Deliver site-wide services and reliable infrastructure	Achievement of cleanup Contractors' key milestone and regulatory commitments	Objective	Negotiated by Task Order	$0.00
3.0	7.0	Comprehensive Performance			Subjective	40%	$0.00
				Subtotal CLIN 7.0	**Objective**	**Negotiated by Task Order**	**$0.00**
					Subjective	**40%**	**$0.00**
2.1.5	8.0	2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	Reduced cost of Site Cleanup	Objective	Negotiated by Task Order	$0.00
3.0	8.0	Comprehensive Performance			Subjective	40%	$0.00
				Subtotal CLIN 8.0	**Objective**	**Negotiated by Task Order**	$0.00
					Subjective	**40%**	**$0.00**
					Objective		**$ 9,448,829.04**
Total Fee					**Subjective**		**$ 6,296,639.37**

J.5 Performance Outcomes

Table J-4.3. FY21 Performance Outcomes

CLIN 004					
Performance Outcome 1.1					
Achievement of cleanup Contractors' key milestones and regulatory commitments				Fee	35%
Strategic Area 1.0: Effective Site Cleanup					
Alignment to the Cleanup Mission: Deliver site-wide services and reliable infrastructure					
Completion Criterion 1.1.1					
Demonstrate the following performance targets in support of Service Level Agreements were met				Fee	10%
				Due Date	09/30/21
Measure	See performance measures below	Performance Level	See below	Fee Range	See below

Title	**Measure**	**Target/ Performance Level**	**Fee Range**
a) Biological Controls – Pest Removal	Days to close service catalog request Percent 3 business day completion	≥85% <85%	91-100% 0-90%
b) Biological Controls – Tumbleweed Removal	Days to close catalog service request Percent 15 business day completion	≥80% <80%	91-100% 0-90%
c) Biological Controls – Vegetation	Acres treated Percent on time campaign fulfillment	≥85% <85%	91-100% 0-90%
d) Water-Potable	Average monthly pressure at the filter plant	≥80-120 psi 66-79 or 121-125 psi < 66 or > 125 psi	91-100% 76-90% 0-75%
e) Water-Raw	Average monthly pressure at 282E & 282W	≥ 110-130 psi 90-109 or 131-150 psi < 90 or > 150 psi	91-100% 76-90% 0-75%
f) Electrical, Water, & Sewer-Preventive Maintenance	Preventive Maintenance	≥ 90% 85% to 89% < 85%	91-100% 76-90% 51-75%

Title	Measure	Target/ Performance Level	Fee Range
g) Electrical – Power Availability	Number of outages to 26 identified important distribution service transformers per year (1 outage=1 transformer out of service)	≤ 26 N/A N/A	91-100% 76-90% 0-75%
h) Facilities Maintenance	Number of managed task work completed as scheduled Percent on time completion	≥90% <90%	91-100% 0-90%
i) Fire Systems – Inspection, Testing, and Maintenance	Percent on time completion	≥90% <90%	91-100% 0-90%
j) Fire Systems – Priority 1 Emergency Impairments	Number of open Priority 1 Emergency Impairments at month end	≤3 >3	91-100% 0-90%
k) Fire Systems – Priority 2 System Restrictions	Number of Priority 2 System Restrictions at month end	≤18 >18	91-100% 0-90%
l) Fire Systems – Priority 3 System Restrictions	Number of Priority 3 System Restrictions at month end	≤80 >80	91-100% 0-90%
m) Fire Systems – Priority 2 System Restrictions	Age of open Priority 2 System Restrictions at month end	≤180 days >180 days	91-100% 0-90%
n) Fire Systems – Priority 3 System Restrictions	Age of open Priority 3 System Restrictions at month end	≤365 days >365 days	91-100% 0-90%
o) Information Technology – Cyber Security/System Patching	Days to deploy patch Percent 14 business day turnaround time (desktops/databases/servers)	≥97% <97%	91-100% 0-90%
p) Cyber Security – Operational Technology (OT) Cyber Scores	A reduction in the number of consecutive quarters of increasing cyber score, which is the total COTS vulnerability risk profile.	≥2 1 0	91-100% 76-90% 0-75%
q) Cyber Security – CISA Directive Reporting	Successful completion of reporting requirement including timelines as prescribed by Agency data call (Ad-hoc)	≥ 97% 96% to 93% < 92%	91-100% 76-90% 51-75%
r) Cyber Security Reporting – Incident Reporting	Within 15 minutes of suspected incident, notify DOE AODR(s)	≥ 97% 96% to 94% < 94%	91-100% 76-90% 51-75%

Measure	**Timeliness, quality, and completeness**	**Performance Level**	**Very Good Good Satisfactory**	**Fee Range**	**91-100% 76-90% 75-51%**

Completion Criterion 1.1.2 (CLIN 0004)		
	Fee	25%
Demonstrate effective management of electric, water, & sewer utilities, and roads to maximize reliability and redundancy.		9/30/21
Success criteria for water utilities: • Complete flow test and condition assessment of the 200E water distribution system to include a briefing with recommendations on both to DOE • Reduce corrective maintenance (including backlog) to an average completion of 250 days or less (this does not apply to responding to emergent situations or loss of service that have the potential to prevent effective cleanup operations); and • Submit quarterly System Health Report (SHR), by Engineering, complete with status of corrective actions for the availability, configuration, and maintenance dashboard one calendar month after each quarter.		1 month after each quarter
Success criteria for sewer utilities: • Reduce corrective maintenance (including backlog) to an average completion of 365 days or less (this does not apply to responding to emergent situations or loss of service that have the potential to prevent effective cleanup operations); and • Submit quarterly SHR, by Engineering, complete with status of corrective actions for the availability, configuration, and maintenance dashboard 1 calendar month after each quarter.		1 month after each quarter
Success criteria for electrical utilities: • Reduce corrective maintenance (including backlog) to an average completion of 300 days or less (this does not apply to responding to emergent situations or loss of service that have the potential to prevent effective cleanup operations); and • Submit quarterly SHR, by Engineering, complete with status of corrective actions for the availability, configuration, and maintenance dashboard 1 calendar month after each quarter.		1 month after each quarter
Success criteria for roads: • Submit biannual System Health Report (SHR), by Engineering, complete with status of corrective actions for the availability, reliability, and maintenance dashboard 1 calendar month after the biannual period.	Due Date	1 month after each quarter
Rejuvenate, reconfigure, and right size for 24/7 operations to support Direct Feed Low Activity Waste (DFLAW) and Waste Treatment Plant:		9/15/21
Demonstrate comprehensive Critical Infrastructure Planning (water sewer, electrical, & roads) that demonstrates adequate and reliable utilities are supplied to critical facilities and operations, including those related to DFLAW, to adequately support 24/7 operations. Key focus areas include: • Identification of critical facilities and operations, and the associated service requirements • Identification of critical system components and spares • Plans and/or procedures for responding to emergent situations or loss of service that have the potential to prevent effective cleanup operations • Develop critical system path to critical customers		9/15/21
Complete roads planning for Route 4S/2S/11A/Barricade upgrades for the following: o Project scoping document o Cost Estimate o High-level Summary Schedule o Capital determination o Early notification package document to provide early stakeholder notification of information for upcoming project activity and potential areas of interface with Other Hanford Contractor's (OHC) scope o Functional Requirements and Design Criteria		9/15/21

Measure	Timeliness, quality, and completeness	Performance Level	Very Good Good Satisfactory	Fee Range	91-100% 76-90% 75-51%

Performance Outcome 2.1 (CLIN 0004)		
Reduced cost of Site cleanup	Fee	25%
Strategic Area 2.0: Efficient Site Cleanup		
Alignment to the Cleanup Mission: Align resources and capabilities to support the Site cleanup mission		
Completion Criterion 2.1.2 (CLIN 0004)		
	Fee	25%
• Demonstrate effective Hanford Site integration to support an overall Hanford Enterprise including, but not limited to, working with other Hanford Contractors in identifying longstanding or emerging issues that affect efficient Site operations and provide recommendations for improvement.	Due Date	9/15/21
1. Submit remaining Hanford Life Cycle Cleanup Baseline (HLCCB) gap analysis recommended resolutions (and/or recommended planning assumptions) and submit to DOE for gaps not closed by HLCCB Rev.0.		5/30/21
2. Finalize an Integrated Site Planning Framework and submit to DOE. • Develop a relational representation showing relationships of site planning activities and products; • Indicate information providers, planning performers, and customers, and feedback loops as appropriate; • Provide a comprehensive business rhythm schedule of planning activities (may be integrated with business rhythm below) • For ease of understanding, this may employ several layers of detail and written supporting material as necessary; • Include both strategic and tactical planning activities, and risk management processes as appropriate (risk-based planning should be represented as appropriate); • This activity may be addressed at least in part as an update to the previous MSC-GD-MS-54665 Mission Support Planning Process Description, or serve in a replacement or supportive function with DOE approval		5/31/21
3. Coordinate and facilitate implementation of HLCCB Change Control for OHCs and DOE and establish a business rhythm for routine changes.		6/30/21
4. Identify 5 or more significant opportunities to reduce cost through enhancing and/or optimizing the HLCCB and submit to DOE.		7/15/21
5. Facilitate, coordinate and produce related documentation for the following items per the HLCCB business rhythm (and per any specific DOE guidance): 1. Hanford Integrated Priority List 2. 5-Year Plan Placemat 3. Portfolio Risk Reporting subsequent to DOE's endorsement of the Portfolio Risk Management Plan 4. HLCCB Dashboard updates		9/15/21
• Through the capacity-limiting constituents and Contractor Interface Board processes, provide DOE with an unfiltered, forward looking view of emerging operational, budget, regulatory, or contractual issues.		Monthly within 15 days after end of month
• Conduct Operational Excellence Events: 40% of the Contractor's FY21 Operational Excellence events will be focused on crosscutting inter-contractor Site integration opportunities to promote the One Hanford approach.		9/15/21
• Special Project: Working with OHCs through integration, prepare and submit a business case to the Contractor Interface Board for the implementation of a compliant (DRD-002 Section 13		9/30/21

Attributes) Site Wide Computer Maintenance Management strategy/system. Through an annual Site Integration Self-Assessment Report, evaluate how well the Contractor performed the above measures against the stated objectives. The Contractor's approach, objectives, tools and processes, and results shall be considered as part of the report. Develop and implement a new Employee Job Task Analysis (EJTA) system. Implementation is demonstrated by completion of two major milestones and associated sub-milestones. 1. Develop and implement new EJTA system ▪ Submit proposal for replacement of system including proposed funding source ▪ Submit scope of work, including project tasks, deliverables and assumptions ▪ Submit project schedule and cost estimate, including software, hardware and ongoing operation and maintenance ▪ Develop and install new EJTA system and hardware in production ▪ Provide user documentation and validation of data migration from existing EJTA 2. Decommissioning of the existing EJTA system and infrastructure ▪ Safely and securely remove EJTA system from production • 3709A Fire Station Hot Water Boiler: Complete preparations to assume operations and maintenance of the boiler from Johnson Controls by the end of the JCI contract. • Submit for RL approval a site-wide Hanford Unmanned Aerial System (UAS) deployment process and Counter UAS program, including a business case analysis demonstrating benefit to the government in cost savings and safety. Deployment is demonstrated by execution of an RL-approved Counter UAS program, followed by at least two completed approval evaluations or, if none are offered by OHCs, two reasonable test cases based on historical needs. Examples are roof inspections or land subsidence surveillance for underground structures demonstrating operational criteria (if approved).				6/30/2021 6/30/2021 9/30/21 8/31/2021
Measure	Timeliness, quality, and effectiveness	Performance Level	Very Good Good Satisfactory	Fee Range	91-100% 76-90% 51-75%

Subjective Performance Outcome 3.0 (CLIN 0004)		
Strategic Area 3.0: Comprehensive Performance	Fee	40%

- Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in safety, quality, schedule, management, cost control, and regulatory compliance

- Demonstrate monitoring and evaluation of work performed under the contract, including the work of subcontractors, to ensure work performance meets applicable requirement through the use of rigorous, credible, self-assessments and analysis of performance; and independent evaluation of Contractor Assurance System performance by corporate governance entities.

- Demonstrate Contractor Assurance System implementation and performance has resulted in a positive effect on mission execution and sustainability of improvements.

- Provide leadership to improve management effectiveness, collaborate, and participate proactively with customers.

- Work with DOE and OHCs in a spirit of cooperation to demonstrate operational excellence to include, but not limited to, the following areas:

    - Integration activities and functions focusing on the "One Hanford "philosophy; decisions and recommendations are based on what is best for the Hanford Site mission. Proactive engagement with OHCs, providing ongoing evaluation of impacts to the HLCCB and site infrastructure and services.

- Business and financial management using approved purchasing, estimating, property, budget, planning, billing, labor, accounting, and performance measurement systems while providing visibility and transparency to DOE with respect to each of the foregoing.
- Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely and comprehensive estimates on task orders, timely counteroffers, and attaining small business goals).
- Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
- Site Stewardship planning and program support of land management, long-term stewardship (post cleanup surveillance & maintenance), real and personal property management, tribal affairs, biological controls management, ecological and cultural resources management, and the Natural Resource Damage Assessment.
  - Infrastructure and Services Alignment Plan and related planning activities.
  - National Environmental Policy Act support to DOE
- Infrastructure and services program management, operations, and maintenance.
- Effective contractor human resources management.

- Perform work safely and in a compliant manner, that ensures the workers, public, environment, and national security assets are adequately protected while meeting the performance expectations of the contract. This element includes the Contractor's responsiveness to the novel coronavirus pandemic. Complete Essential services and COVID 19 Planning as defined by the COVID 19 Partial Stop Work services and implementation of the Hanford Site Remobilization Plan including, but not limited to:
  - Integrate with DOE OHCs to ensure consistent administration of COVID 19 Partial Stop Work Actions including but not limited to contractual discussions, alignment of the subcontracting strategies and systems to support COVID 19 tracking.
  - Enable HMIS and the OHCs to Maximize Telework to the greatest extent possible through expansion of telework infrastructure and help desk services.
  - Support DOE and the OHCs in Personal Protective Equipment (PPE) management and judicial usage through mobilization planning efforts, decision trees, and coordination with DOE complex PPE initiative.
  - Maintain the maximum Hanford Mission Essential Services Contract and applicable Subcontract staff in a ready state and in a paid status.

- Support DFLAW Program: Desired Outcome is an Empowered DFLAW Program Leadership Team.
  - Effectively coordinate the projects that comprise the DFLAW Program; competing or unaligned priorities are identified and resolved between contractors or elevated through the DFLAW Program for resolution.
  - Ensure the interfaces between the projects are effectively managed, scheduled, and tracked so that the integrated DFLAW Program is completed successfully.
  - Ensure the DFLAW portfolio of projects operate as an integrated system without gaps or conflicts at the project and contractor interfaces.
  - Ensure solutions brought to DOE are timely and represent best value outcomes; products are fully developed with specific actions and vetted recommendation as necessary; resulting actions are tracked to closure.
  - Enhance communications, teamwork, and trust between DFLAW Program partners to unify all aspects of the integrated DFLAW Program.

- Demonstrate effective subcontract management, including award of subcontracts as scheduled, inclusion of all requirements, subcontractor audits, and subcontract administration. Contractor will monitor subcontractor performance to ensure compliance with all requirements including small business subcontracting plans, Buy American Act, and applicable labor statutes.
  Take proactive and effective actions to ensure smooth and timely completion of post-transition actions.

CLIN 0005

Completion Criterion 2.1.3 (CLIN 0005)		
DOE Small Business Procurement Pre-Award Support	Fee	80%

This CLIN covers the costs and fee associated with the work scope defined in Section C of the contract entitled, DOE Small Business Procurement Pre-Award Support that shall be awarded to small businesses as prime contracts to DOE beginning in year two (FY22) of the Contractor's Performance. Some pre-activity will need to occur in FY21 prior to awards in FY22. Demonstrate effectiveness in developing an acceptable Small Business Prime Contract Acquisition Plan: HMIS actions will include: • Meeting with DOE management and Contracting Officer to understand their small business expectations for the next ten-years. • Develop a prioritized list of key small business principles, objectives, assumptions and measures to frame the acquisition plan. • Meet with DOE Contracts personnel and SMEs to develop a list of preferred work scopes for small business prime contracts. • Meet with HMIS management to identify HMESC Performance Work Statement scopes of work that are candidates for DOE small business prime contracts. • Interface with the HMIS Small Business Liaison Officer (SBLO) to ensure continuity and integration between party approaches for attracting small businesses to Hanford. • HMIS will complete a first draft of the Small Business Prime Contract Acquisition Plan to be awarded as small business prime contracts to DOE. This plan must effectively address issues raised during regular interactions with DOE. • Small Business Support to DOE Model for DOE review that clearly delineates the Contractor's roles, responsibilities, and the communication approach with DOE officials in each of the phases of acquisition and contract administration. This plan must effectively address issues raised during regular interactions with DOE. • HMIS will submit an acceptable final Small Business Prime Contract Acquisition Plan for review and approval by the DOE Contracting Officer. • HMIS will submit an acceptable final Small Business Support to DOE Model for review and approval by the DOE Contracting Officer.				Due Date	6/30/2021 6/30/2021 8/31/2021 8/31/2021
Measure	Timeliness, quality, and effectiveness	Performance Level	Very Good Good Satisfactory	Fee Range	91-100% 76-90% 51-75%

Subjective Performance Outcome 3.0 (CLIN 0005)		
Strategic Area 3.0: Comprehensive Performance	Fee	20%

- Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in safety, quality, schedule, management, cost control, and regulatory compliance

- Demonstrate monitoring and evaluation of work performed under the contract, including the work of subcontractors, to ensure work performance meets applicable requirement through the use of rigorous, credible, self-assessments and analysis of performance; and independent evaluation of Contractor Assurance System performance by corporate governance entities.

- Demonstrate Contractor Assurance System implementation and performance has resulted in a positive effect on mission execution and sustainability of improvements.

- Provide leadership to improve management effectiveness, collaborate, and participate proactively with customers.

- Work with DOE and OHCs in a spirit of cooperation to demonstrate operational excellence to include, but not limited to, the following areas:

- Integration activities and functions focusing on the "One Hanford "philosophy; decisions and recommendations are based on what is best for the Hanford Site mission. Proactive engagement with OHCs, providing ongoing evaluation of impacts to the HLCCB and site infrastructure and services.
- Business and financial management using approved purchasing, estimating, property, budget, planning, billing, labor, accounting, and performance measurement systems while providing visibility and transparency to DOE with respect to each of the foregoing.
- Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely and comprehensive estimates on task orders, timely counteroffers, and attaining small business goals).
- Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
- Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
- Site Stewardship planning and program support of land management, long-term stewardship (post cleanup surveillance & maintenance), real and personal property management, tribal affairs, biological controls management, ecological and cultural resources management, and the Natural Resource Damage Assessment.
  - Infrastructure and Services Alignment Plan and related planning activities.
  - National Environmental Policy Act support to DOE
- Infrastructure and services program management, operations, and maintenance.
- Effective contractor human resources management.

- Perform work safely and in a compliant manner, that ensures the workers, public, environment, and national security assets are adequately protected while meeting the performance expectations of the contract. This element includes the Contractor's responsiveness to the novel coronavirus pandemic. Complete Essential services and COVID 19 Planning as defined by the COVID 19 Partial Stop Work services and implementation of the Hanford Site Remobilization Plan including, but not limited to:
  - Integrate with DOE OHCs to ensure consistent administration of COVID 19 Partial Stop Work Actions including but not limited to contractual discussions, alignment of the subcontracting strategies and systems to support COVID 19 tracking.
  - Enable HMIS and the OHCs to Maximize Telework to the greatest extent possible through expansion of telework infrastructure and help desk services.
  - Support DOE and the OHCs in PPE management and judicial usage through mobilization planning efforts, decision trees, and coordination with DOE complex PPE initiative.
  - Maintain the maximum Hanford Mission Essential Services Contract and applicable Subcontract staff in a ready state and in a paid status.

- Support DFLAW Program: Desired Outcome is an Empowered DFLAW Program Leadership Team.
  - Effectively coordinate the projects that comprise the DFLAW Program; competing or unaligned priorities are identified and resolved between contractors or elevated through the DFLAW Program for resolution.
  - Ensure the interfaces between the projects are effectively managed, scheduled, and tracked so that the integrated DFLAW Program is completed successfully.
  - Ensure the DFLAW portfolio of projects operate as an integrated system without gaps or conflicts at the project and contractor interfaces.
  - Ensure solutions brought to DOE are timely and represent best value outcomes; products are fully developed with specific actions and vetted recommendation as necessary; resulting actions are tracked to closure.
  - Enhance communications, teamwork, and trust between DFLAW Program partners to unify all aspects of the integrated DFLAW Program.

- Demonstrate effective subcontract management, including award of subcontracts as scheduled, inclusion of all requirement, subcontractor audits, and subcontract administration. Contractor will monitor subcontractor performance to ensure compliance with all requirements including small business subcontracting plans, Buy American Act, and applicable labor statutes.

CLIN 0006

Completion Criterion 1.1.1 (CLIN 0006)		
The Contractor shall provide the services identified in Section J, Attachment J-3.a, after completion of Contract transition, until directed by the DOE Contracting Officer to execute to the Section J, Attachment J-3.b, which identifies the service type as either mandatory or optional for use by Hanford Site customers.	Fee	25%
	Due Date	09/30/2021

a) Crane and Crew Support	Days to fulfill request Percent 2 business day turnaround time (standard requests) Percent 1 business day turnaround time (emergency requests)	≥85% <85%	91-100% 0-90%
b) Fleet Services – Heavy Equipment (Cranes)	Percent in service	≥90% <90%	91-100% 0-90%
c) Fleet Services – Heavy Equipment (Excavators)	Percent in service	≥90% <90%	91-100% 0-90%
d) Fleet Services – Heavy Equipment (General Purpose)	Percent in service	≥90% <90%	91-100% 0-90%
e) Fleet Services – Light Equipment (Hanford Patrol)	Percent in service	≥90% <90%	91-100% 0-90%
f) Fleet Services – Light Equipment (Hanford Fire)	Percent in service	≥85% <85%	91-100% 0-90%
g) Fleet Services – Light Equipment (Special Purpose Trucks)	Percent in service	≥90% <90%	91-100% 0-90%0
h) Radiological Site Services – Instrumentation Calibration	Number of on time requests completed Percent 10 day turnaround time	≥90% <90%	91-100% 0-90%
i) Radiological Site Services – Dosimetry External Services	Days to completion Percent 10 business day turnaround time (routine exchanges) Percent 30 business day turnaround time (annual exchanges)	≥95% <95%	91-100% 0-90%

<table>
<tr><th colspan="6">Completion Criterion 2.1.1 (CLIN 0006)</th></tr>
<tr><td colspan="4" rowspan="2">Maximize efficient Contractor use of resources to meet OHCs' changing project needs.</td><td>Fee</td><td>35%</td></tr>
<tr><td>Due Date</td><td>09/30/2021</td></tr>
<tr><td>Measure</td><td>Cumulative year-to-date percent composite over/under liquidation rates of usage-based services pools (calculated in the following manner:

∑ (Direct Labor Adders' and Usage Based Services' Year-to-Date over/under Liquidations)
∑ (Direct Labor Adders' and Usage Based Services' Year-to-Date Liquidations)</td><td>Performance Level</td><td>±0-5%
±6-7%
>±7%</td><td>Fee Range</td><td>91-100%
76-90%
0-75%</td></tr>
</table>

<table>
<tr><th colspan="3">Subjective Performance Outcome 3.0 (CLIN 0006)</th></tr>
<tr><td>Strategic Area 3.0: Comprehensive Performance</td><td>Fee</td><td>40%</td></tr>
<tr><td colspan="3">

- Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in safety, quality, schedule, management, cost control, and regulatory compliance
- Demonstrate monitoring and evaluation of work performed under the contract, including the work of subcontractors, to ensure work performance meets applicable requirement through the use of rigorous, credible, self-assessments and analysis of performance; and independent evaluation of Contractor Assurance System performance by corporate governance entities.
- Demonstrate Contractor Assurance System implementation and performance has resulted in a positive effect on mission execution and sustainability of improvements.
- Provide leadership to improve management effectiveness and collaborate and participate proactively with customers.
- Work with DOE and OHCs in a spirit of cooperation to demonstrate operational excellence to include, but not limited to, the following areas:
    - Integration activities and functions focusing on the "One Hanford "philosophy; decisions and recommendations are based on what is best for the Hanford Site mission. Proactive engagement with OHCs, providing ongoing evaluation of impacts to the HLCCB and site infrastructure and services.
    - Business and financial management using approved purchasing, estimating, property, budget, planning, billing, labor, accounting, and performance measurement systems while providing visibility and transparency to DOE with respect to each of the foregoing.
    - Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely and comprehensive estimates on task orders, timely counteroffers, and attaining small business goals).
    - Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
    - Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
    - Site Stewardship planning and program support of land management, long-term stewardship (post cleanup surveillance & maintenance), real and personal property management, tribal affairs, biological controls management, ecological and cultural resources management, and the Natural Resource Damage Assessment.
        - Infrastructure and Services Alignment Plan and related planning activities.
        - National Environmental Policy Act support to DOE

</td></tr>
</table>

- Infrastructure and services program management, operations, and maintenance.
- Effective contractor human resources management.

- Perform work safely and in a compliant manner, that ensures the workers, public, environment, and national security assets are adequately protected while meeting the performance expectations of the contract. This element includes the Contractor's responsiveness to the novel coronavirus pandemic. Complete Essential services and COVID 19 Planning as defined by the COVID 19 Partial Stop Work services and implementation of the Hanford Site Remobilization Plan including, but not limited to:
  - Integrate with DOE OHCs to ensure consistent administration of COVID 19 Partial Stop Work Actions including but not limited to contractual discussions, alignment of the subcontracting strategies and systems to support COVID 19 tracking.
  - Enable HMIS and the OHCs to Maximize Telework to the greatest extent possible through expansion of telework infrastructure and help desk services.
  - Support DOE and the OHCs in PPE management and judicial usage through mobilization planning efforts, decision trees, and coordination with DOE complex PPE initiative.
  - Maintain the maximum Hanford Mission Essential Services Contract and applicable Subcontract staff in a ready state and in a paid status.

- Support DFLAW Program: Desired Outcome is an Empowered DFLAW Program Leadership Team.
  - Effectively coordinate the projects that comprise the DFLAW Program; competing or unaligned priorities are identified and resolved between contractors or elevated through the DFLAW Program for resolution.
  - Ensure the interfaces between the projects are effectively managed, scheduled, and tracked so that the integrated DFLAW Program is completed successfully.
  - Ensure the DFLAW portfolio of projects operate as an integrated system without gaps or conflicts at the project and contractor interfaces.
  - Ensure solutions brought to DOE are timely and represent best value outcomes; products are fully developed with specific actions and vetted recommendation as necessary; resulting actions are tracked to closure.
  - Enhance communications, teamwork, and trust between DFLAW Program partners to unify all aspects of the integrated DFLAW Program.

- Demonstrate effective subcontract management, including award of subcontracts as scheduled, inclusion of all requirement, subcontractor audits, and subcontract administration. Contractor will monitor subcontractor performance to ensure compliance with all requirements including small business subcontracting plans, Buy American Act, and applicable labor statutes.

CLIN 0007

Completion Criterion 1.1.3 (CLIN 0007)		
Infrastructure Reliability Projects	Fee	Task Order

Demonstrate effective development and management of reliability projects to ensure that mission milestone and regulatory commitments/requirements are met.

Under the Indefinite Delivery Indefinite Quantity (IDIQ) CLINs, the Government may issue task orders under this contract. Only the Contracting Officer (CO) may issue task orders to the Contractor providing specific authorization or direction to perform work within the scope of the contract. IDIQ's are to be determined at that time.

- Objective incentives for Cost Plus Award Fee (CPAF) task orders are negotiated for each individual task order.
- Subjective:
  - Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in safety, quality, schedule, management, cost control, and regulatory compliance.
  - Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely and comprehensive estimates on task orders, timely counteroffers, and attaining small business goals).

An attachment is included in the PEMP as CPAF task orders are issued. Task orders may be multi-year and the fee will be evaluated and paid at the completion of the task.

CLIN 0008

Completion Criterion 2.1.5 (CLIN 0008)		
DOE Small Business Procurement Post-Award Support and Other Directed Work Scope	Fee	Task Order

The small business procurement post-award support and other DOE directed work scope (DDWS) activities provides support to DOE and/or other entities As funds become available and the need for these activities arise, DOE will authorize work via task order or task order modification under the IDIQ CLIN 0008. These authorizations will vary in form and format depending on the nature of the work and the sponsoring entity. The work authorizations will identify scope, cost, schedule, fee and funding requirement.

- Objective incentives for CPAF task orders are negotiated for each individual task order.
- Subjective:
  - Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in safety, quality, schedule, management, cost control, and regulatory compliance.
  - Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely and comprehensive estimates on task orders, timely counteroffers, and attaining small business goals).

An attachment is included in the PEMP as CPAF task orders are issued. Task orders may be multi-year and the fee will be evaluated and paid at the completion of the task.

J.6 Completion Criteria 1.1 Supporting Details

Table J-4.4. FY21 Performance Measures

PM J34-1: Biological Controls – Pest Removal					
Service area	Biological Controls (Pest Removal)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1a
Performance Measure Details					
Objective	Reduce biological hazards to employees and operations				
Measure	Days to close service catalog request				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥85% three business day completion				
Contractor's stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Customers must use the Service Catalog for requests (clock starts when request is entered into the Service Catalog). Customers/OHCs cannot impede immediate access to building or area due to their resource constraints (i.e., escorts, locks, cancelations). Weather delays preventing reaching or accessing building or area will not be counted towards PI/performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J34: Biological Controls – Tumbleweed Removal					
Service area	Biological Controls (Tumbleweed Removal)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1b
Performance Measure Details					
Objective	Minimize the impact to customer operations through responsive tumbleweed removal				
Measure	Days to close catalog service request				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥80% 15 business day completion				
Contractor's stoplight levels	Green: ≥80%, Yellow: 79-75%, Red: <75%				
Bounding conditions	• Customers must use the service catalog for requests. • Excludes reporting from December through February due to resources allocated to weather and road conditions. • Campaign schedule adherence is dependent on OHC access and support (e.g., minimal number of OHC cancelations). Where access cannot be attained, the service request will be closed and not counted and a new service request will have to be generated. • Equipment downtime and time in Environmental Restoration Disposal Facility/tank farms are excluded from calculation.				
Reporting					
Frequency	**Period**	**Internal Contractor Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J34-1: Biological Controls – Vegetation					
Service area	Biological Controls (Vegetation)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1c
Performance Measure Details					
Objective	Reduce invasive plants and noxious weeds to minimize biological uptake and transport of contaminants				
Measure	Acres treated				
Calculation methodology	Numbers of acres treated divided by monthly planned treatments				
Target	≥85% of on time campaign fulfillment				
Contractor stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Campaign refers to both the number of acreage and the schedule. Campaigns are limited to a seasonal schedule that is developed by Biological Controls project (e.g., some months will have no activity). Campaign schedule adherence is dependent on OHC access and support (e.g., minimal number of OHC cancelations).				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J35-1: Crane and Crew Support					
Service area	Crane and Crew Support				
Corresponding J-3	35	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0006 1.1.1a
Performance Measure Details					
Objective	Align crane and crew resources to meet Site customer needs				
Measure	Days to fulfill request				
Calculation Methodology	Total on time requests divided by total number of requests				
Target	≥85% 2 business day turnaround time (standard requests)/1 business day turnaround time (emergency requests)				
Contractor stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Response time calculated using normal business hours				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J36-1: Facilities Maintenance					
Service area	Facility Maintenance				
Corresponding J-3	36	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1h
Performance Measure Details					
Objective	Timely completion of facility maintenance scheduled work to support customer operations				
Measure	Number of managed task work completed as scheduled				
Calculation methodology	Percent of managed task work completed per the weekly schedule; number of managed task requests completed divided by total number of managed task scheduled				
Target	≥90% on time completion				
Contractor stoplight levels	Green: ≥90%, Yellow: 89-80%, Red: <80%				
Bounding conditions	• Work control establishes weekly schedule based on customer needs and priorities. • Work cancelled by the customer after the schedule is published will **not** be counted. • Delays due to customer access restrictions, or facility conditions, or facility personnel unable to support will **not** be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J20-1: Fire Protection System Maintenance					
Service area	Fire Systems Inspection, Testing, and Maintenance				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1i
Performance Measure Details					
Objective	Maintain high standard of fire protection system operability				
Measure	Number of preventive maintenance packages completed				
Calculation methodology	Number of packages completed divided by the total number of packages				
Target	>90% packages completed on time.				
Contractor stoplight levels	Green: >90%, Yellow: 85-89%, Red: <85%				
Bounding conditions	Includes backlog (cannot cause facility impairment to safety systems)				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J41-1: Electrical – Power Availability					
Service area	Electrical Transmission, Distribution, and Energy Management				
Corresponding J-3	41	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1g
Performance Measure Details					
Objective	Minimize the number or outages that impact the cleanup mission				
Measure	Number of outages to 119 identified important distribution service transformers per year				
Calculation methodology	Number of outages (one outage = loss of power at each important distribution transformer)				
Target	26 outages (1 outage = 1 transformer out of service Each important transformer is counted as an outage. Example: EU personnel switching error trips substation breaker, drops power to 10 transformers on the list and 5 not on the list. Number of outages = 10 for the purpose of this measure.				
Contractor stoplight levels	Stop light levels are not an appropriate process for managing a numerical count of critical transformer outages. The purpose of this PI is to focus resources on improving mission need performance of specific portions of the electrical distribution system that are mission critical.				
Bounding conditions	Includes: • HMIS Electrical Utilities transmission and distribution equipment failures • HMIS Electrical Utilities personnel errors Does not include anything outside the control of Electrical Utilities. Examples include: • Weather, seismic and flood events – i.e., force majeure • Wild land fires • Bonneville Power Administration (BPA) – caused grid failure and issues equipment failures caused by customers				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM41-1 Electrical, Water & Sewer Preventive Maintenance					
Service area	Water, Sewer and Electrical				
Corresponding J-3	41, 42, 43	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1f
Performance Measure Details					
Objective	For preventive/predictive maintenance, maintain an average on-time completion rate as follows: • EU 90% • Water 90% • Sewer 90%				
Measure	Timeliness, quality, and effectiveness				
Calculation methodology	Number of activities completed divided by total number of activities planned				
Target	>90%				
Contractor stoplight levels	• ≥90% - Green • 85 – 89% = Yellow • <85% - Red				
Bounding conditions	• N/A				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Monthly status reporting			

FY21 Performance Measure					
PM42-1 - Water - Potable					
Service area	Water Systems				
Corresponding J-3	42	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1d
Performance Measure Details					
Objective	• Deliver water at pressure requirements as specified in ICDs, and Kinetic Service Request.				
Measure	• Pressure at filter plant (Water – Potable)				
Calculation methodology	Calculate average monthly pressure at filter plant (potable water)				
Target	• Potable water pressure > 80 – 120 psi				
Contractor stoplight levels	• ≥80 – 120 psi –Green • 66-79 psi or 121 – 125 psi – Yellow • <66 psi or >125 psi - Red				
Bounding conditions	• Limited to specifies pressure and schedules to facilities identified in ICDs and OHCs – will track max/min/average pressures from the water plant on a weekly basis • Does not include natural disaster caused outages or line breaks. • Protection from predictable cold weather is expected. • Dows not include pressure measurement at base of ETF riser. • Customer special requests outside target range will not be included. • Excludes non-HMIS contractors violating excavation permit process or conditions.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J42-2 Water (Raw)					
Service area	Water Systems				
Corresponding J-3	42	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1e
Performance Measure Details					
Objective	Deliver water at pressure requirements as specified in ICDs and Kinetic Service Request				
Measure	Pressure at pump discharge headers				
Calculation methodology	Calculate average monthly pressure at filter plant (pump discharge headers).				
Target	Raw water pressure between > 110 - 130				
Contractor stoplight levels	• ≥110 – 130 – Green • 90-109 or 131 – 150 psi – Yellow • <90 psi or > 150PSI - Red				
Bounding conditions	• Limited to specified pressure and schedules to facilities identified in ICDs and OHCs – will track max/min/average pressures from the water plant on a weekly basis. • Does not include natural disaster caused outages or line breaks. • Protection from predictable cold weather is expected. • Does not include pressure measurement at base of ETF riser. • Customer special requests outside target range will not be included. • Excludes non-HMIS contractors violating excavation permit process or conditions.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J20-2: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 1 Emergency Impairments				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1j
Performance Measure Details					
Objective	Correct emergency impairments in a timely manner while ensuring fire system operability and compliance with facility documented safety analyses (DSA) and life safety codes				
Measure	Emergency impairments				
Calculation methodology	Number of emergency impairments open at month end				
Target	≤3 open emergency impairments open at month end				
Contractor stoplight levels	Green: <3, Yellow: 4 to 8, Red: >8				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. • Emergency impairments that occur on the last business day of the month will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems at PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J20-3: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 2 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1k
Performance Measure Details					
Objective	Correct Priority 2 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Priority 2 System Restrictions				
Calculation methodology	Number of Priority 2 System Restrictions at month end				
Target	≤18 total Priority 2 System Restrictions at month end				
Contractor stoplight levels	Green: ≤18, Yellow: 19-25, Red: >25				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, and fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

<table>
<tr><th colspan="6">FY21 Performance Measure</th></tr>
<tr><th colspan="6">PM J20-4: Fire Protection System Maintenance</th></tr>
<tr><td>Service area</td><td colspan="5">Fire Systems – Priority 3 System Restrictions or Deficiencies</td></tr>
<tr><td>Corresponding J-3</td><td>20</td><td>Corresponding SDD</td><td>TBD</td><td>Corresponding PI</td><td>(FY21)
CLIN 0004
1.1.1.l</td></tr>
<tr><th colspan="6">Performance Measure Details</th></tr>
<tr><td>Objective</td><td colspan="5">Correct Priority 3 System Restrictions or deficiencies in a timely manner while ensuring fire system operability and compliance with facility fire and life safety codes</td></tr>
<tr><td>Measure</td><td colspan="5">Priority 3 System Restrictions or deficiencies</td></tr>
<tr><td>Calculation methodology</td><td colspan="5">Number of Priority 3 System Restrictions or deficiencies at month end</td></tr>
<tr><td>Target</td><td colspan="5">≤80 total Priority 3 System Restrictions at month end</td></tr>
<tr><td>Contractor stoplight levels</td><td colspan="5">Green: ≤40, Yellow: 41-55 Red: >55</td></tr>
<tr><td>Bounding conditions</td><td colspan="5">• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted.
• Lockout/tagout by OHCs will not be counted.
• Delays due to weather conditions will not be counted.
Does not include:
• Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor’s facilities.
• Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.</td></tr>
<tr><th colspan="6">Reporting</th></tr>
<tr><th>Frequency</th><th colspan="2">Period</th><th colspan="3">Internal Contractor’s Date of Submission</th></tr>
<tr><td>Monthly</td><td colspan="2">Calendar month</td><td colspan="3">Within 10 business days of the end of the previous calendar month</td></tr>
</table>

FYXX Performance Measure					
PM J20-7: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 2 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1m
Performance Measure Details					
Objective	Correct Priority 2 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Age of open Priority 2 System Restrictions				
Calculation methodology	Age of open Priority 2 System Restrictions at month end				
Target	Zero open Priority 2 System Restrictions >180 days old at month end				
Contractor stoplight levels	Green: Age = 0>180 days old, Yellow: 181-365 days old, Red: >365 days old				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J20-8: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 3 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1n
Performance Measure Details					
Objective	Correct Priority 3 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Age of open Priority 3 System Restrictions				
Calculation methodology	Age of open Priority 3 System Restrictions at month end				
Target	Zero Priority 3 System Restrictions (P-3) >365 days old at month end				
Contractor stoplight levels	Green: Age = 0>365 days old, Yellow: 365-547 days old, Red: ≥548 days old				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J38-1: Fleet Services – Heavy Equipment (Cranes, Excavators, General Purpose)					
Service area	Fleet Services.				
Corresponding J-3	38	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0006 1.1.1b 1.1.1c 1.1.1d
Performance Measure Details					
Objective	Maximize equipment availability				
Measure	In-service times for 3 categories: Cranes; Excavators; and General purpose (e.g., road maintenance equipment, augers/drills, graders, plows, bucket lifts, portable pumps, smoke ejectors, sanders, rubber tired tractors, crawler tractors, vibrating compactors, welders, farm machinery, boats, and boat engines). The clock is started and stopped by a computer-generated time stamp on the work document, which is triggered by a "start" and "complete" radial button.				
Calculation methodology	Percentage of (total hours minus down time hours) divided by total hours collected by month and averaged over the year for each category				
Target	Percent in-service: Cranes – ≥90% Excavators – ≥90% General purpose – ≥90%				
Contractor stoplight levels	Cranes: ≥90% – Green 89-85% – Yellow <85% – Red Excavators: ≥90% – Green 89-85% – Yellow <85% – Red General Purpose: ≥90% – Green 89-85% – Yellow <85% – Red				
Bounding conditions	• Critical equipment only as defined above. • Delays due to customer not meeting appointments will not be counted. • Delays waiting for manufacturer, customer, or vendor instructions will not be counted. • 24/7.				

Reporting		
Frequency	**Period**	**Internal Contractor's Date of Submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY21 Performance Measure					
PM J38-2: Fleet Services – Light Equipment (Hanford Patrol, Hanford Fire, Special Purpose Trucks)					
Service area	Fleet Services				
Corresponding J-3	38	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0006 1.1.1e 1.1.1f 1.1.1g
Performance Measure Details					
Objective	Maximize equipment availability				
Measure	In-service times for three categories of light vehicles: • Hanford Patrol (e.g., security sedans, vans, sport utility vehicles, and four-wheel drive trucks/vehicles). • Hanford Fire (e.g., ladder and aerial trucks, brush trucks, water tenders, and ambulances). • Special purpose trucks (e.g., sedans, buses, two- and four-wheel drive pickups, vans, scooters, and sport utility vehicles). The clock is started and stopped by a computer-generated time stamp on the work document, which is triggered by a "start" and "complete" radial button.				
Calculation methodology	Percentage of (total hours minus hours down time) divided by total hours collected by month and averaged over the year for each category				
Target	Percent in-service: Hanford Patrol – ≥90% Hanford Fire – ≥85% Special purpose trucks – ≥90%				
Contractor stoplight levels	Hanford Patrol: • ≥90% – Green • 89-85% – Yellow • <85% – Red Hanford Fire: • ≥85% – Green • 84-80% – Yellow • <80% – Red Special purpose trucks: • ≥90% – Green • 89-85% – Yellow • <85% – Red				
Bounding conditions	• Critical equipment only as defined above. • Delays due to customer not meeting appointments will not be counted. • Delays due to manufacturer, customer, or vendor instructions will not be counted. • 24/7.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J14-1: Cyber Security – System Patching					
Service area	Cyber Security				
Corresponding J-3	14	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1o
Performance Measure Details					
Objective	Ensure system stability, integrity, and security by deploying software patches in a timely manner to support system users				
Measure	Days to deploy patch				
Calculation methodology	Number of on time patches deployed divided by total number of patches received				
Target	14 business day turnaround time (desktops)/14 business day turnaround time (databases/servers)				
Contractor stoplight levels	Green: ≥97%, Yellow: 96-94%, Red: <94%				
Bounding conditions	Turnaround time clock begins as soon as patch is received from software vendor. Includes the standard Microsoft operating system on desktops, thin clients, and servers as maintained by the desktop/server image, Linux servers, and managed Oracle® and Microsoft SQL® databases running the Site supported standard and enterprise versions of Oracle and SQL and maintained within the 2 Hanford data centers. Only includes security related patches as identified by software vendor and rated high or critical. Excludes enclaves and the Occupational Medical Services Contractor along with Androids, Apple iOS, Blackberry, and other non-Windows devices as well as SQL Express, CE®. The desktop patch is considered complete once available for deployment through SysPatch or included as part of the recompose of the production thin client pool. Approved customer-requested delays, systems with an accepted risk assessment in place, and/or patches that do not pass test plans and have email concurrence of the Contractor Information Security System Manager and Federal Authorizing Officials Designated Representation (AODR) or delegates are exempt from this performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 14 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J14-2: Cyber Security – Operational Technology (OT) Cyber Scores					
Service area	Cyber Security				
Corresponding J-3	14	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1p
Performance Measure Details					
Objective	Provide quarterly trending of the total Cyber vulnerability score as an indicator of the relative cyber security risk on OT systems related to COTS patching compliance (IT platform, and OT platform).				
Measure	Reduction in total aggregate cyber score				
Calculation methodology	90 day cycle reduction for the aggregate OT cyber score				
Target	A reduction in the number of consecutive quarters of increasing cyber score, which is the total COTS vulnerability risk profile				
Contractor stoplight levels	Green: ≥ 2 consecutive quarters, Yellow: 1 consecutive quarters, Red: 0consecutive quarters				
Bounding conditions	For the purposes of this metric, OT is defined as Industrial Control Systems (ICS), Supervisory Control and Data Acquisition (SCADA) and Operational Technology systems (OT). Measure for all unique hosts connected to OT vulnerability detection tools (e.g. Tenable, Nessus) over a 90-day period. IT Platform includes the standard Microsoft operating system on desktops, and servers as maintained by the operating contractor. Only includes security related patches as identified by software vendor and rated high or critical. OT platforms includes operation technology software (e.g. ABB, Rockwell, Emerson, etc.) to remediate cyber vulnerabilities within the product or operational patches that could cause an outage. Includes standalone (isolated) and enclaved systems. Approved customer-requested delays, systems with a accepted risk assessment, and/or patches that do not pass test plans and have email concurrence of the Contractor Information Security System Manager and Federal Authorized Official Delegated Represented (AODR) are exempt from this performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Quarterly	90 days	Within 10 business days of the end of the previous 90 day period			

FY21 Performance Measure					
PM J14-3: Cyber Security – CISA Directive Reporting					
Service area	Cyber Security				
Corresponding J-3	14	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0004 1.1.1q
Performance Measure Details					
Objective	Ensure reporting timelines for the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) directives are met.				
Measure	Successful completion of reporting requirement including timelines				
Calculation methodology	Number of events with reporting requirements successfully completed according to timeline				
Target	100% of reporting timelines are successfully completed				
Contractor stoplight levels	Green: ≥ 97% Yellow: 96-93% Red: 92%				
Bounding conditions	For the purposes of this metric, OT is defined as Industrial Control Systems (ICS), Supervisory Control and Data Acquisition (SCADA) and Operational Technology systems (OT). GSS is defined as General Support Systems. Includes, Standalone (Isolated), Enclaves and HLAN connected systems. CISA directives include Binding Operational Directives (BOD) and Emergency Directives (ED) and are applicable to OT and GSS systems, including Standalone, Enclaved and HLAN connected systems. Each BOD and ED are issued with a prescribed timeline for reporting and information requirements. Reporting compliance will be measured as complete reporting of requested information for impacted assets and meeting the reporting deadline for data transmission.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Ad-Hoc	Ad-Hoc	Within the prescribed timeline issued as part of the directive			

FY21 Performance Measure					
PM J14-4: Cyber Security – Incident Reporting					
Service area	Cyber Security				
Corresponding J-3	14	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 00004 1.1.1r
Performance Measure Details					
Objective	Ensure Cyber Incident Reporting to the Federal AODR within the specified timeframes				
Measure	Minutes to notify				
Calculation methodology	Minutes to notify AODR from determination of incident event				
Target	Notify DOE AODR of cyber incidents within 15 minutes of confirmation. Submit iJC3 report within 60 minutes of confirmed incident.				
Contractor stoplight levels	Green: ≥97%, Yellow: 96-94%, Red: <94%				
Bounding conditions	All suspected and confirmed incidents will be reported to the AODR within 15 minutes of confirmation. Confirmed incidents will be reported to iJC3 within 60 minutes of confirmation of incident. Approved reporting delays, that have email concurrence of the Contractor Information Security System Manager and Federal Authorizing Officials Designated Representative (AODR), or delegates are exempt from this performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J32-3: Dosimetry – External Services					
Service area	Dosimetry Services				
Corresponding J-3	32	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0006 1.1.1i
Performance Measure Details					
Objective	Provide timely dosimetry response to external customers				
Measure	Days to completion				
Calculation methodology	Total on time requests divided by total number of requests				
Target	≥95% 10 business day turnaround time (routine exchanges)/30 business day turnaround time (annual exchanges)				
Contractor stoplight levels	Green: ≥95%, Yellow: 94-90%, Red: <90%				
Bounding conditions	N/A				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

FY21 Performance Measure					
PM J32-1: Radiological Instrumentation Calibration					
Service area	Radiological Instrumentation				
Corresponding J-3	32	Corresponding SDD	TBD	Corresponding PI	(FY21) CLIN 0006 1.1.1h
Performance Measure Details					
Objective	Provide radiological instrumentation calibration in support of the cleanup mission				
Measure	Number of on time requests completed				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥90% 10 day turnaround time				
Contractor stoplight levels	Green: ≥90%, Yellow: 89-85%, Red: <85%				
Bounding conditions	Turnaround time requirements are for routine calibrations and will not include special requests, modifications to instrumentations, and validations of new instrument requests. Radiological Site Services has certain capacity for calibrations according to current labor resources. A significant increase of demand by the client (e.g., a large influx of equipment in a limited amount of time) will not be considered normal workload conditions and will not be included in the on time delivery calculation.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			

Note: Product names cited in this table are trademarks or registered trademarks of their respective companies.

FSM = Fire Systems Maintenance

N/A = Not Applicable

PI = Performance Incentive

SDD = Site Stewardship Division

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